

MyWIChildCare EBT
Frequently Asked Questions (FAQ)
From Parents and Child Care Providers
December 2015

Overview

1. *When will the MyWIChildCare process begin?*

The program begins in two phases. Phase one begins in October of 2016 in Buffalo, Clark, Jackson, Monroe, Pepin, Trempealeau, Vernon, and La Crosse Counties. Phase two will include all other counties and begin in February of 2017.

2. *Can providers do anything to prepare for MyWIChildCare?*

Providers *must* participate in YoungStar to receive Wisconsin Shares payments. Make sure your YoungStar contract is up to date. FIS will send you their provider contract to sign. Ensure the FIS contract is completed and signed and sent back to FIS with as much lead time as possible.

Parents - General

1. *If a family is determined eligible, how long will it take for a card to be mailed to the family?*

FIS will mail new cards to eligible families the same day the card request is received by FIS, or the next day if the request is received after 2:00 p.m. DCF will send new card requests daily to FIS.

2. *If a family has more than one child receiving child care subsidy benefits, will there be a separate card for each child?*

There will not be a separate card for each child. Each family will have a single card that is issued to the primary cardholder. The family can request an optional secondary card on the same account. An authorization for each child in the family will be on a single EBT card. Families will **not** receive a separate EBT card for each child.

3. *What if there is a change in the family's child care needs? (For Example: there is an increase or decrease in the hours of care that a child needs)*

The parent must contact the local –County/Tribal Human Services agency that processed their Wisconsin Shares authorization regarding any change in their child care needs. The local agency may create a new authorization for an additional child, or change a child's existing Authorization to a different provider or amount.

Parents – Payments

4. *When will the parents begin receiving the EBT cards?*

See question 1 in the Overview section for the date the system will begin in your area. The vendor will begin sending out MyWIChildCare EBT cards the month prior to the starting month. The EBT cards will be sent with instructions and a brochure. The Parents will have to call the number on the sticker on the EBT card, verify their information to activate the card, and establish a PIN.

5. *What are the ways that parents can pay a provider?*

There are three (3) methods to pay.

- Parents can use a computer or mobile phone to access the FIS website at <http://www.ebtEDGE.com> and authorize payments.
- Parents can contact the FIS IVR system using any telephone and authorize payments.

- Participating providers may have a Point of Sale (POS) device in their location that will allow for the card to be swiped to initiate payments.

6. *Will the direct payments affect Social Security benefits received by clients? Are the payments considered income? Will the direct payments affect BadgerCare or Marketplace benefits?*

No, the MyWICChildCare EBT funds are not considered income. They will not impact other benefits.

Parents – Language

7. *Many of our parents don't speak English.*

Training information and brochures will be provided in English, Spanish, and Hmong.

Providers - General

1. *Who will manage payments to providers under the new program?*

Payments to providers using MyWICChildCare EBT cards will be managed by the vendor, FIS, under contract with the state.

2. *There is currently one school district in La Crosse that has all year school, how will these authorizations be calculated if attendance based authorizations are eliminated?*

The child care worker and the parent will write the authorization to reflect the child care needs of the eligible family.

Providers - Payments

3. *Can a provider set up a computer or telephone in their location to facilitate payments?*

Providers can set up a computer or telephone to facilitate payments as long as they do not capture the parent's account information or PIN.

4. *The parents do not have a computer or do not have Internet access. What are the ways that parents can pay a provider?*

These parents should use the IVR option. There are three (3) methods to pay. They can use a computer or a mobile phone to access the FIS website at <http://www.ebtEDGE.com>. They can contact the FIS IVR system using any telephone. The provider can also acquire an optional Point of Sale (POS) device from FIS which allows the parent to swipe their EBT card to pay for child care services. FIS charges the provider \$14.50 per month for the POS device.

5. *Does this mean that Attendance-Based authorizations will go away, and all EBT Authorizations will be Enrollment-Based?*

Under MyWICChildCare, attendance based authorizations will no longer be used. The new authorization type for all families will be most similar to the current enrollment based authorization. The benefit will be paid monthly allowing the parents to pay for the service before it is rendered. Each EBT Authorization will be written based on the family's need for child care in an average week. The weekly amount is multiplied to make it a monthly amount. This process allows the parents to pay in advance of receiving the service.

6. *How long will it take for a provider to receive payment?*

Assuming that the provider is already enrolled with FIS, after the parent initiates the payment, the funds will be electronically transmitted to the provider's bank account within 2-3 banking business days. The provider will be able to see any payments begun in real-time on the provider portal to verify payments are in process.

7. *How will FIS know the provider's bank account?*

The Department of Children and Families (DCF) will send an electronic file of child care provider information to FIS. FIS will send child care providers an EBT contract. The FIS contract that the provider sends back to FIS must include their tax ID and bank account information.

8. *Can I still be paid by check?*

No. The new MyWICChildCare EBT system processes transactions electronically. Paper checks will be discontinued.

9. *I'm afraid that some parents won't pay me on time. Can I hold the EBT Card or have the parent's PIN so I can be sure that my payment is made?*

No. It is the parent's responsibility to make the payment. Providers may not hold a parent's EBT Card, nor may a provider ask a parent for the parent's account number or PIN. All payment transactions must be made by the parent. Each transaction will have a confirmation number that can be verified by the provider.

Providers are encouraged to have a business contract with parents that fully explains the payment arrangements and expectations. Providers may require Wisconsin Shares parents to pay in advance of services being rendered.

10. *What if a parent who is receiving benefits through the Wisconsin Shares program does not pay me for care provided?*

Providers are encouraged to enter into contracts with parents using their services that include rates and payment terms. If a parent fails to pay the provider, the provider will use their established business practices to collect unpaid child care amounts from parents. DCF will not settle disputes between providers and parents.

11. *Will providers be able to request that the parent pay for the full month?*

Providers are responsible to develop business practices and engage parents in the payment process. If a provider's business practice is to collect the full monthly payment from the parent, that arrangement between the parent and the provider is acceptable to DCF. Providers must use the same payment practices they require of private pay families.

12. *Housing authorities frequently ask providers what parents pay out of pocket for childcare. This affects their housing benefits. With the new system, how will providers report this to the housing authority since the parent will be paying the benefit now versus the state? Will they only need to report their parent share or the total amount received from Wisconsin Shares plus their parent share?*

The parent or provider should only report the parent share in these situations. The parent is initiating the payment but the funds loaded by the State of Wisconsin on the EBT card for child care expenses are not considered income.

13. *Under the current system, providers receive a 1099 from DCF. Will I continue to receive the 1099?*

Providers will continue to receive 1099s. However, the 1099 will come from the EBT Vendor FIS.

Providers – YoungStar and Tiered Reimbursement

14. *I have heard that the YoungStar Tiered Reimbursement for 4 Star and 5 Star providers will be issued to the parents via the EBT card. Is that true?*

Yes. When the authorization amount is loaded to the card each month, the amount will include both the subsidy amount and the YoungStar Tiered Reimbursement amount for 4 Star and 5 Star child care providers. Likewise, the 5% YoungStar downward adjustment for 2 Star providers will be deducted from the subsidy amount that is loaded to the EBT card.

15. I have heard that the amount on the EBT Card will be capped at the provider's private pay rate. Is that true?

Yes. If the subsidy amount plus the YoungStar Tiered Reimbursement exceeds the provider's private pay rate (excluding fees that are not allowed under Wisconsin Shares policy), the amount on the EBT card will be capped so it does not exceed the provider's private pay rate.

16. How will we be sure that the parent pays providers the full subsidy amount, plus the YoungStar Tiered Reimbursement, plus the parent's share/copayment amount?

The MyWICildCare EBT model is intended to more closely mirror the private pay model, where parents often pay in advance of services being rendered. Providers are encouraged to have a business contract with parents that details the payment arrangements and expectations. The provider is responsible to work with the parent to ensure payment. It is the parent's responsibility to honor the contracts that they establish with the child care provider.

17. Why was the decision made to place the YoungStar Tiered Reimbursement on the EBT card with a cap?

DCF is capping the rate paid to parents at the provider's private pay rate because the YoungStar Tiered Reimbursement was never intended to allow providers to charge low-income working parents more for care than they charge private pay parents.

This will make the MyWICildCare EBT model more closely mirror private pay practices. The MyWICildCare EBT system emphasizes to parents the costs and benefits of selecting high-quality care. The YoungStar Tiered Reimbursement model encourages parents to choose higher quality care by providing a financial incentive. Parents will have more money loaded on their EBT card if they choose a higher-rated provider.